



e-FILING REPORT COVER SHEET

Send completed Cover Sheet and the Report in an email addressed to:
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REPORT NAME: Safety & Customer Service Performance Indicator Report

COMPANY NAME: Cascade Natural Gas Corporation

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION? No Yes

If yes, please submit only the cover letter electronically. Submit confidential information as directed in OAR 860-001-0070 or the terms of an applicable protective order.

If known, please select designation: RE (Electric) RG (Gas) RW (Water) RO (Other)

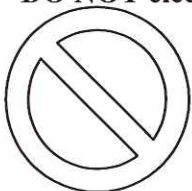
Report is required by: OAR Enter rule number
Statute Enter statute number
Order Enter PUC Order No
Other Enter reason

Is this report associated with a specific docket/case? No Yes

If yes, enter docket number: UG 167

List applicable Key Words for this report to facilitate electronic search:
Enter Key Words

DO NOT electronically file with the PUC Filing Center:



- Annual Fee Statement form and payment remittance or
- OUS or RSPF Surcharge form or surcharge remittance or
- Any other Telecommunications Reporting or
- Any daily safety or safety incident reports or
- Accident reports required by ORS 654.715

Please file the above reports according to their individual instructions.



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February 28, 2013

Oregon Public Utility Commission
Attn: Kathy Williams
550 Capitol Street NE #215
Salem, OR 97308-1380

Re: UG 167 Safety & Customer Service Performance Indicator Report

Dear Ms. Williams:

In compliance with Item 14 in the UG 167 Stipulation agreement, Cascade Natural Gas Corporation herein submits the attached Safety and Customer Service Performance Indicator Report for the Calendar Year 2012 period.

If you have any questions concerning this submittal, please contact me at (509) 734-4593.

Sincerely,

A handwritten signature in blue ink, appearing to read "Michael Parvinen", with a long horizontal flourish extending to the right.

Michael Parvinen
Director, Regulatory Affairs

Attachment

We make warm neighbors

Safety & Customer Service Performance Indicator Report

Item (a): The ratio of the incident of damage to Company facilities relative to construction activity adjacent to Company facilities:

During calendar 2012, Cascade performed 11,698 locates in its Oregon service territory and experienced 77 damage incidents. This results in a ratio of .0066

Item (b): the number and duration of orders backlogged over thirty (30) days for new service line installation, not including orders on hold at applicant/customer request:

No service line installation orders were backlogged over 30 days in 2012, not including orders on hold at applicant/customer request. There were 783 new service lines installed.

Item (c): Delays in connecting service that exceed the requirements of the rules that govern connection of utility service:

There were no identified orders or recorded complaints indicating any service connection or reconnection that exceeded the requirements as referenced in the Oregon administrative rules.

Item (d): Average time required to provide applicants with a cost estimate for new service:

The average time to provide a cost estimate for new service lines is 5 – 10 days depending on volume during heavy construction periods and city of service.